

Unfulfilled Requests Broadband
Pursuant to 47 C.F.R. 54.313 (a)(3)
Data Collection Form 481 Line 330

Study Area Code	145115
Study Area Name	Telephone Operating Company of Vermont
Program Year	2014
Contact Name	Barbara Galardo
Contact Telephone Number	207-535-4126
Contact Email Address	bgalardo@fairpoint.com

<u>City/Town</u>	<u>Request Date</u>	<u>Business/ Consumer</u>	<u>Reason Request Unfulfilled</u>
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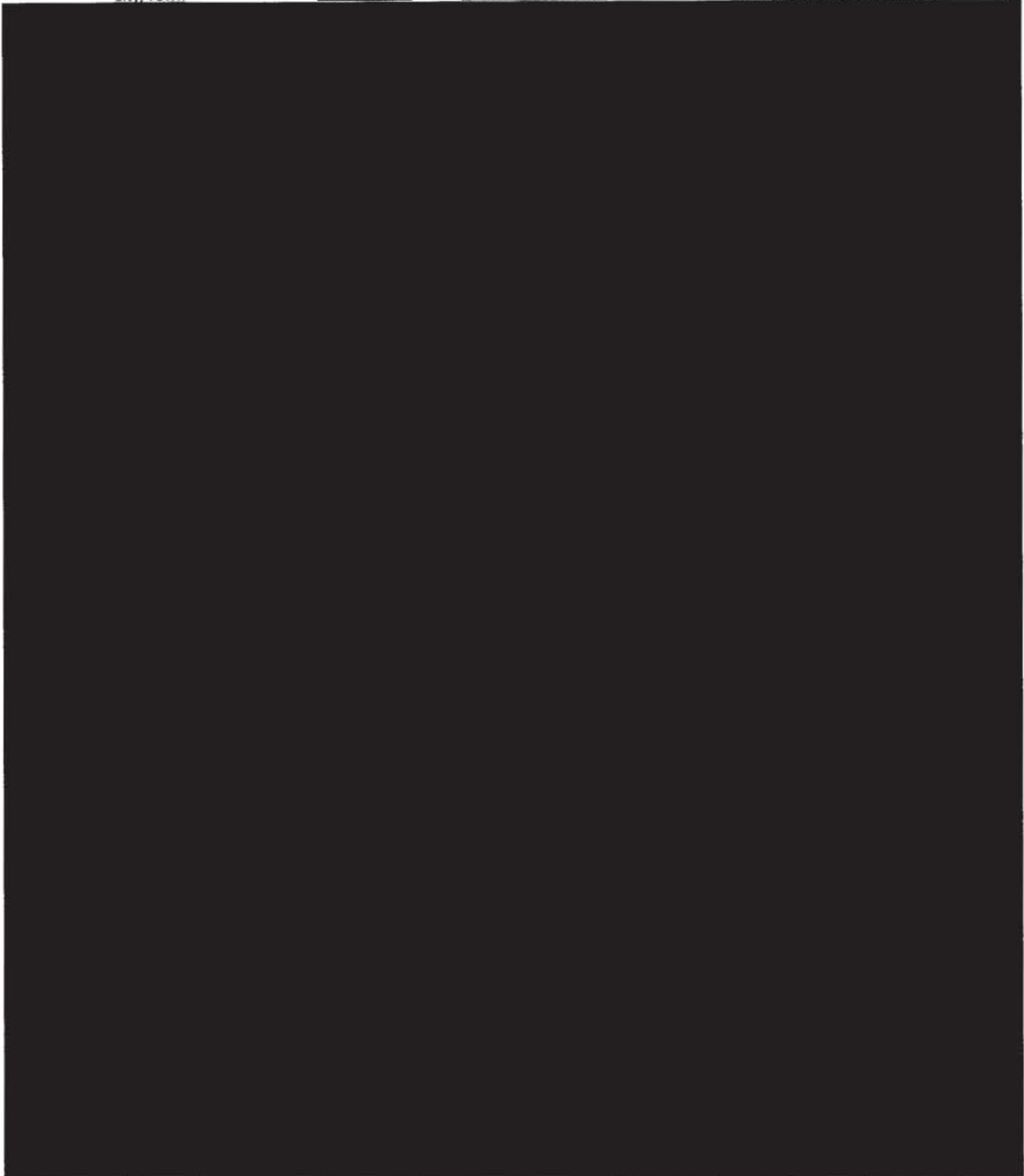
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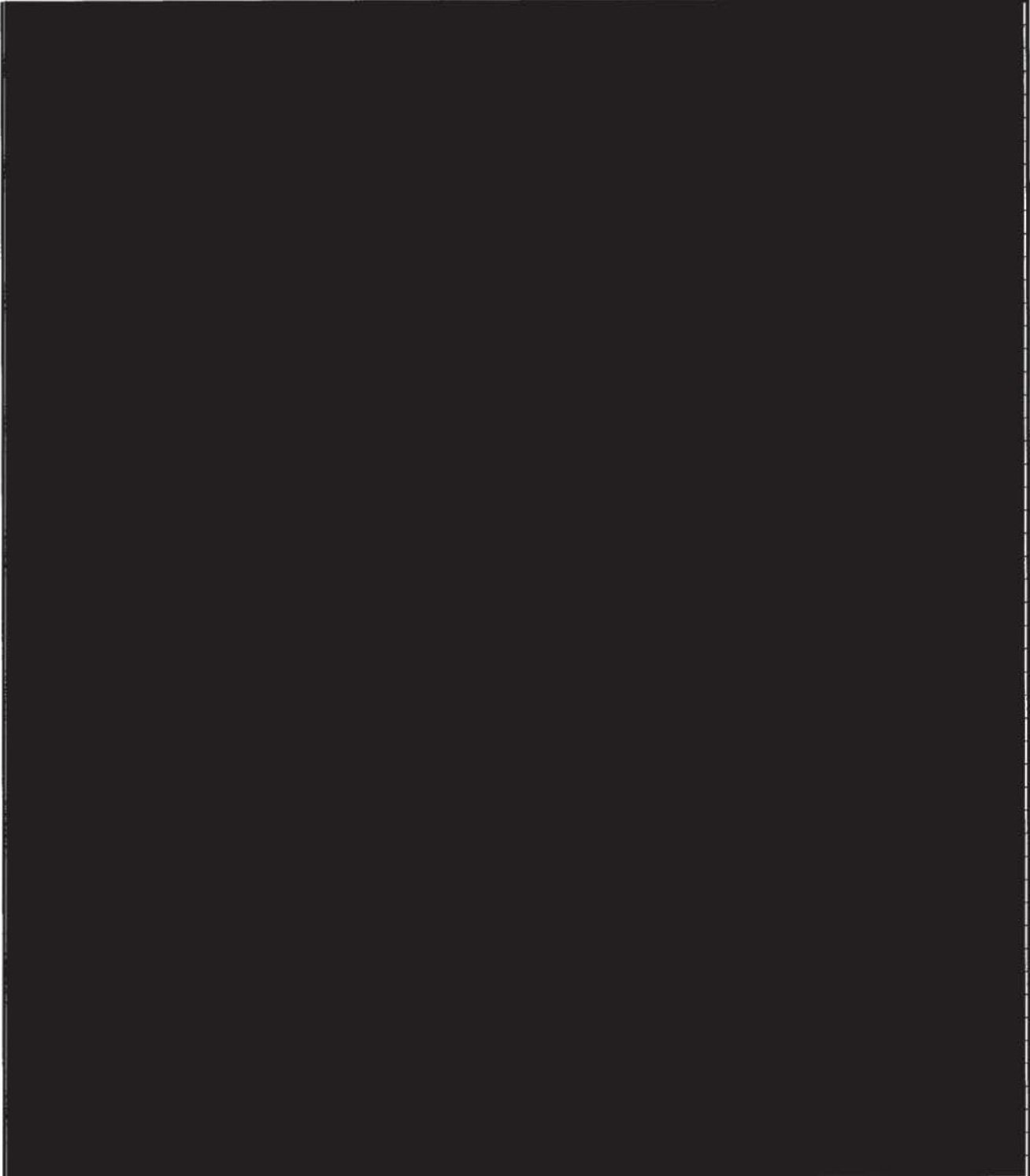
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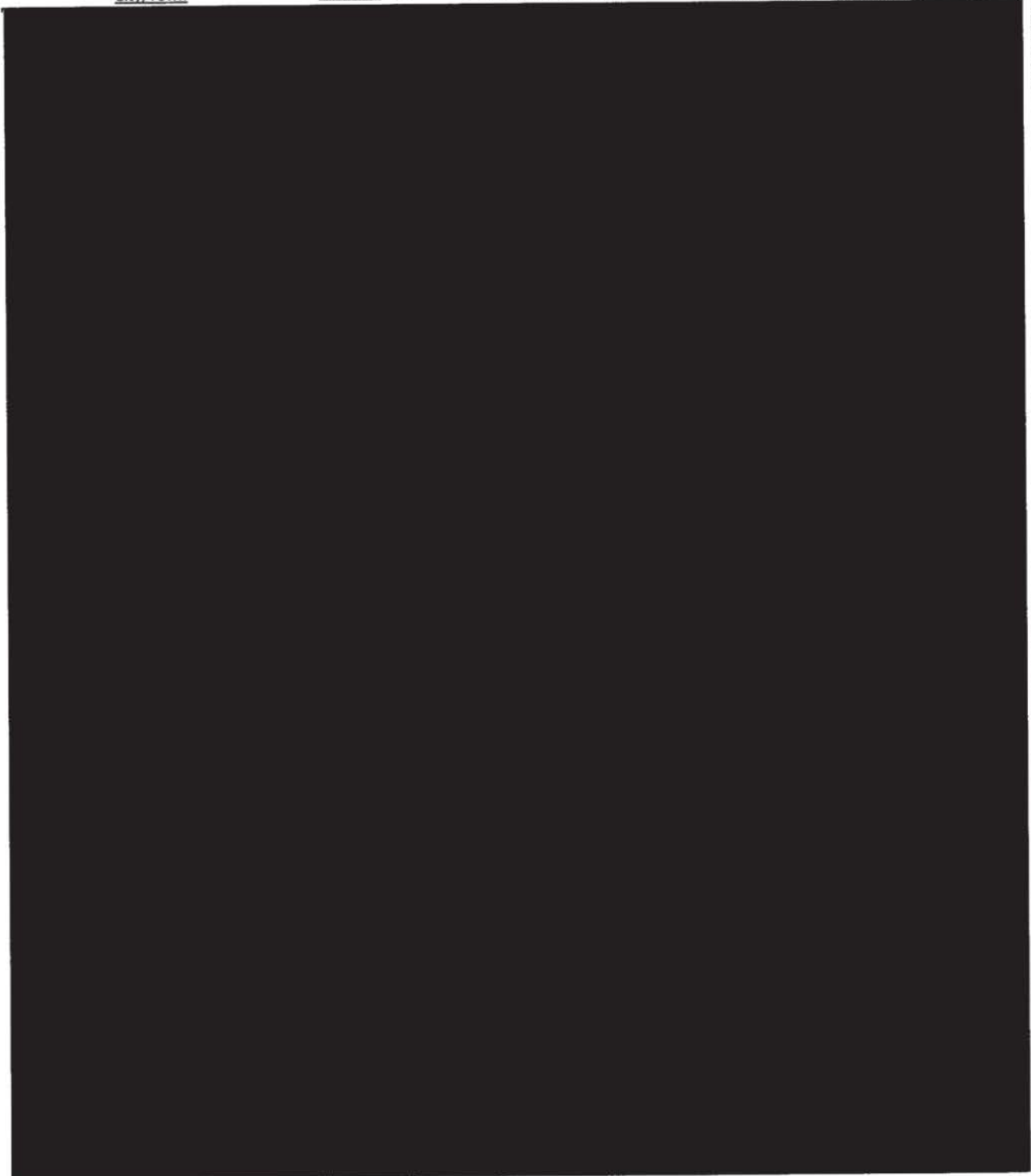
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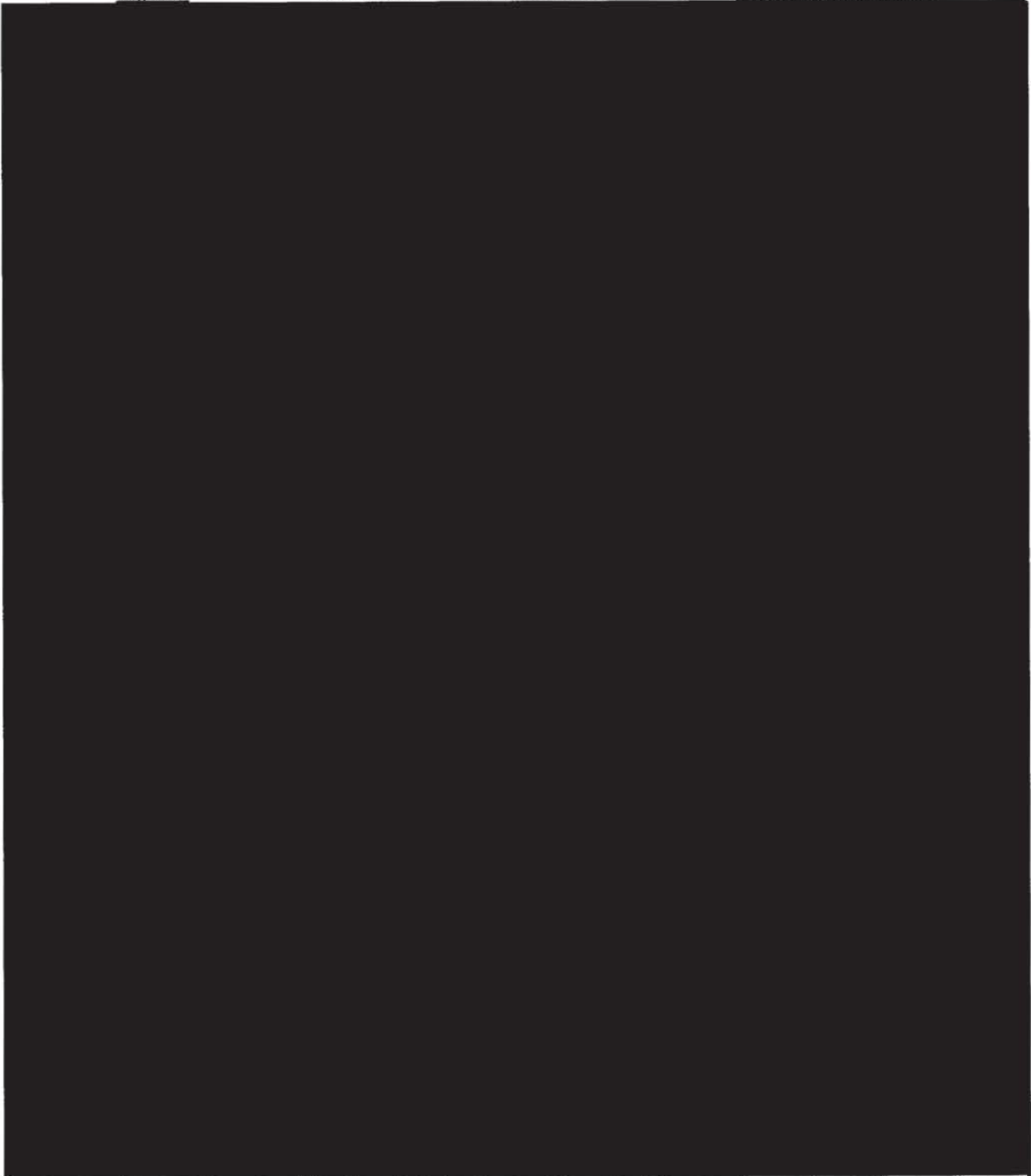
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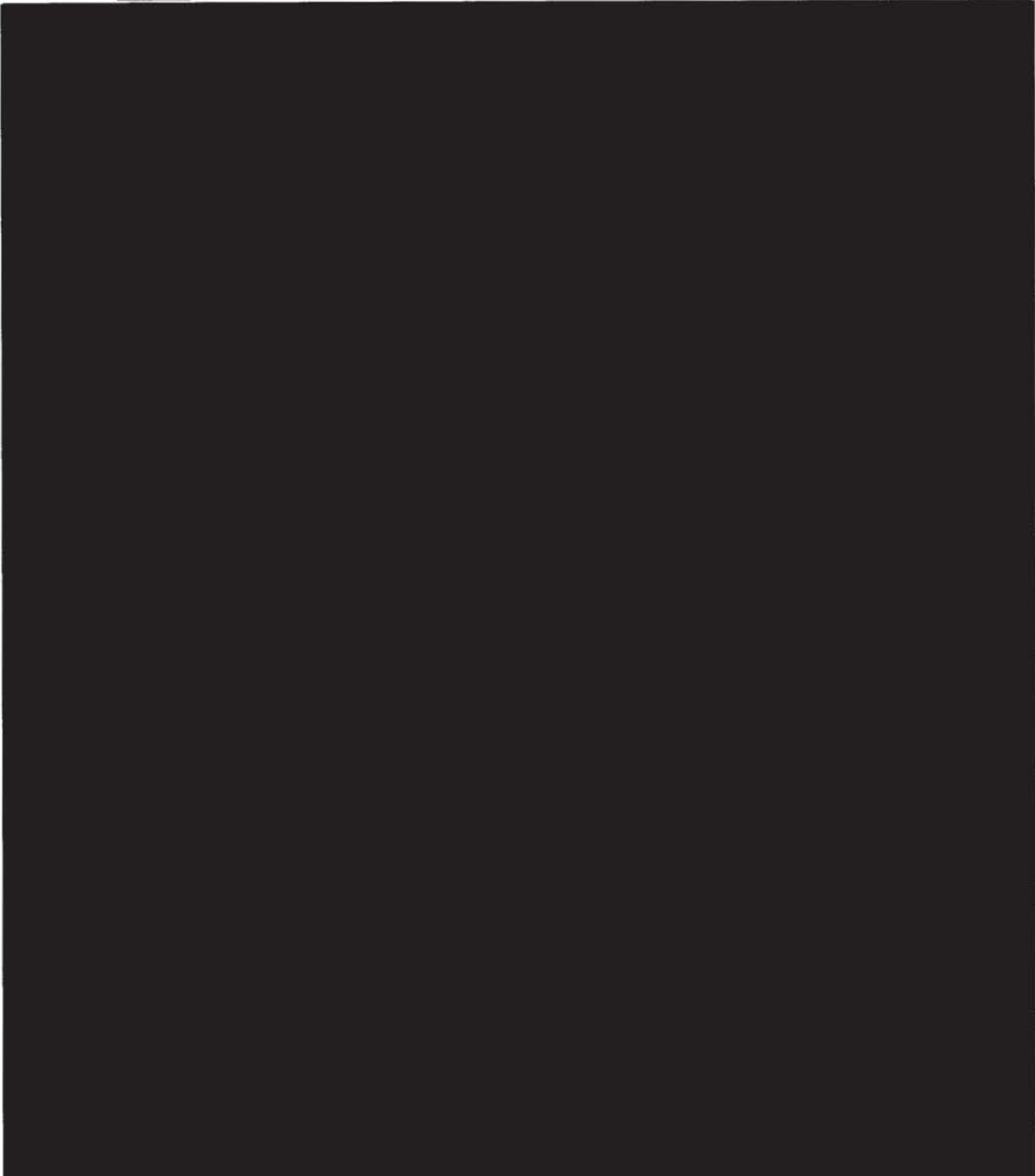
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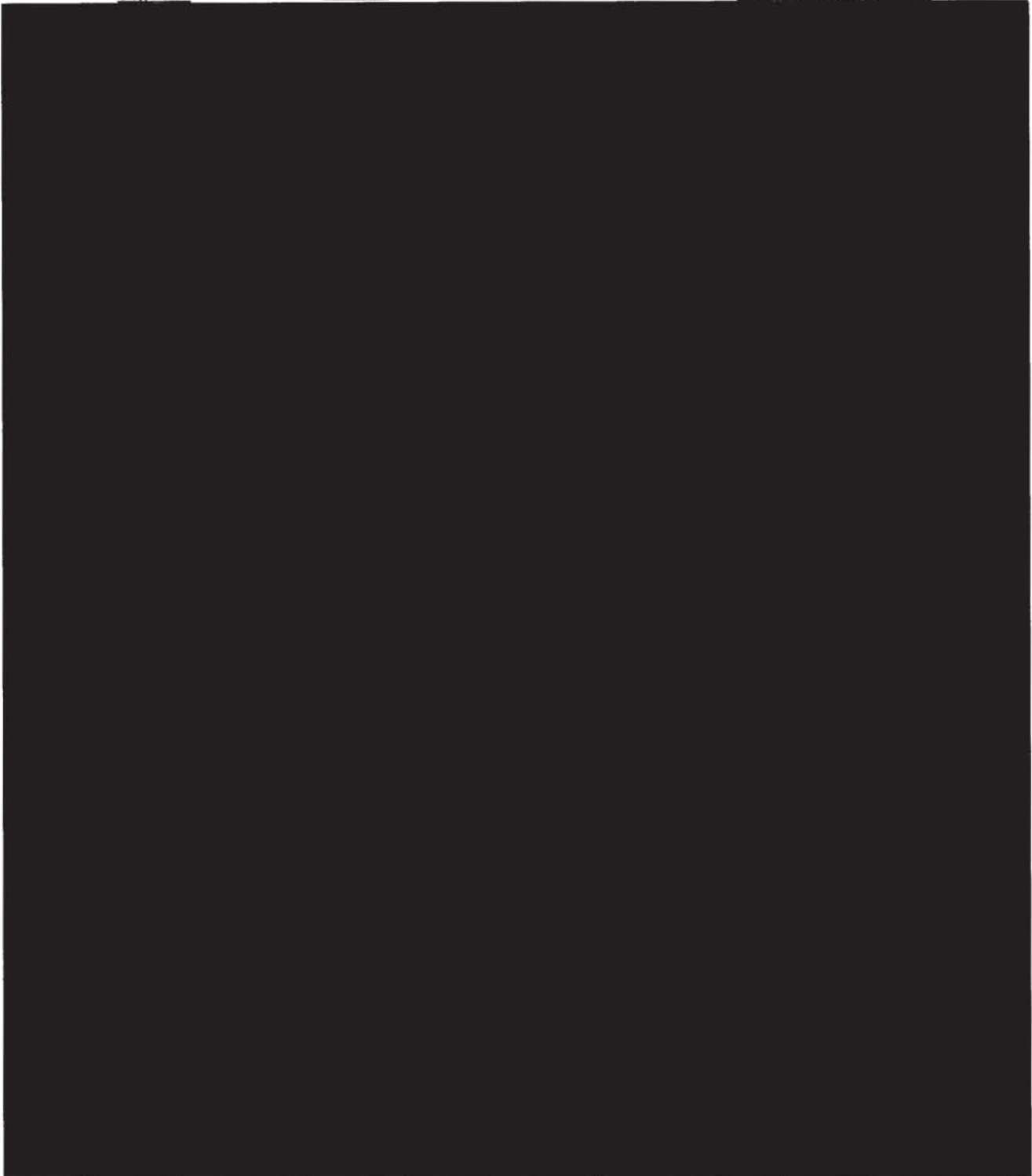
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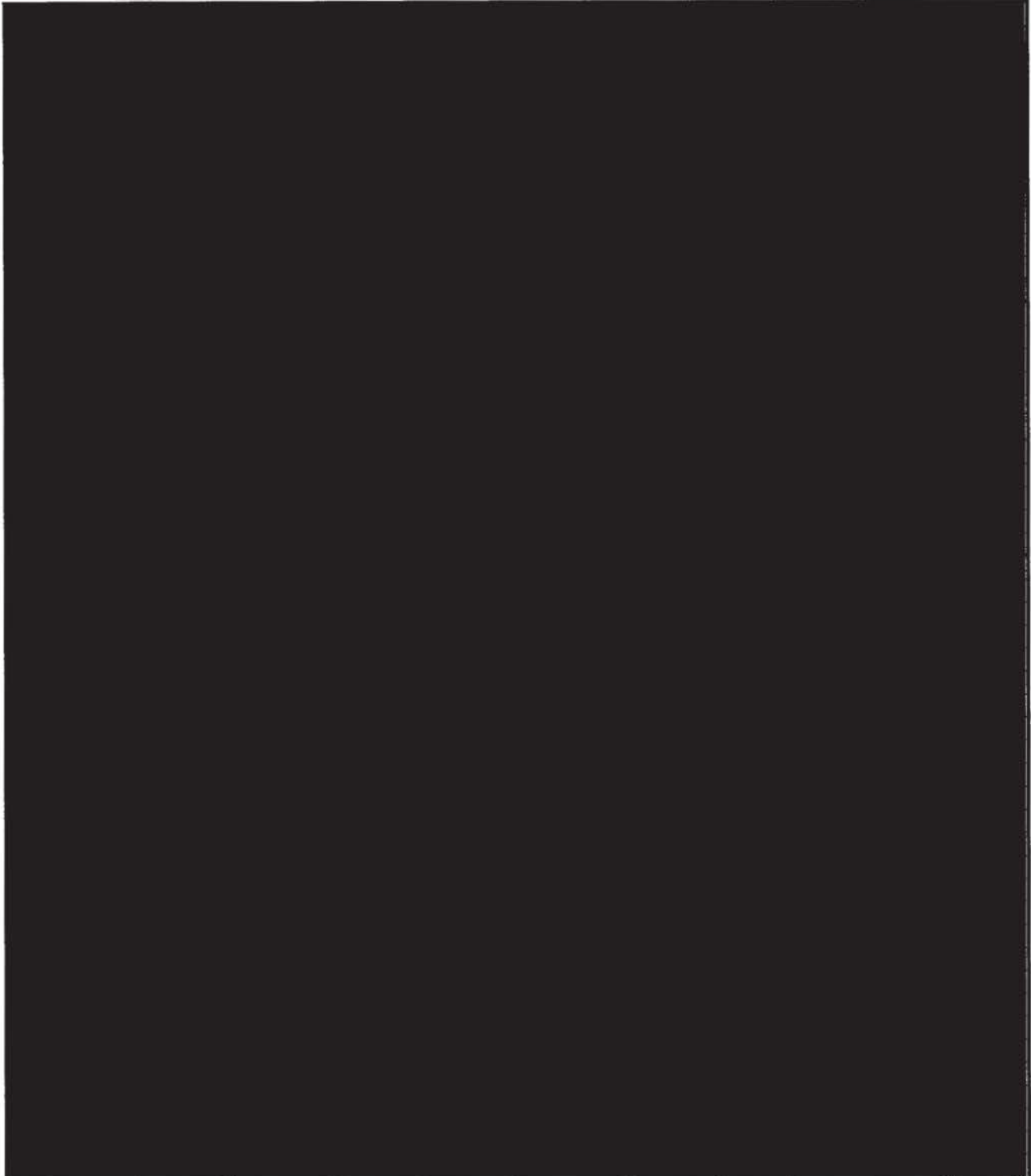
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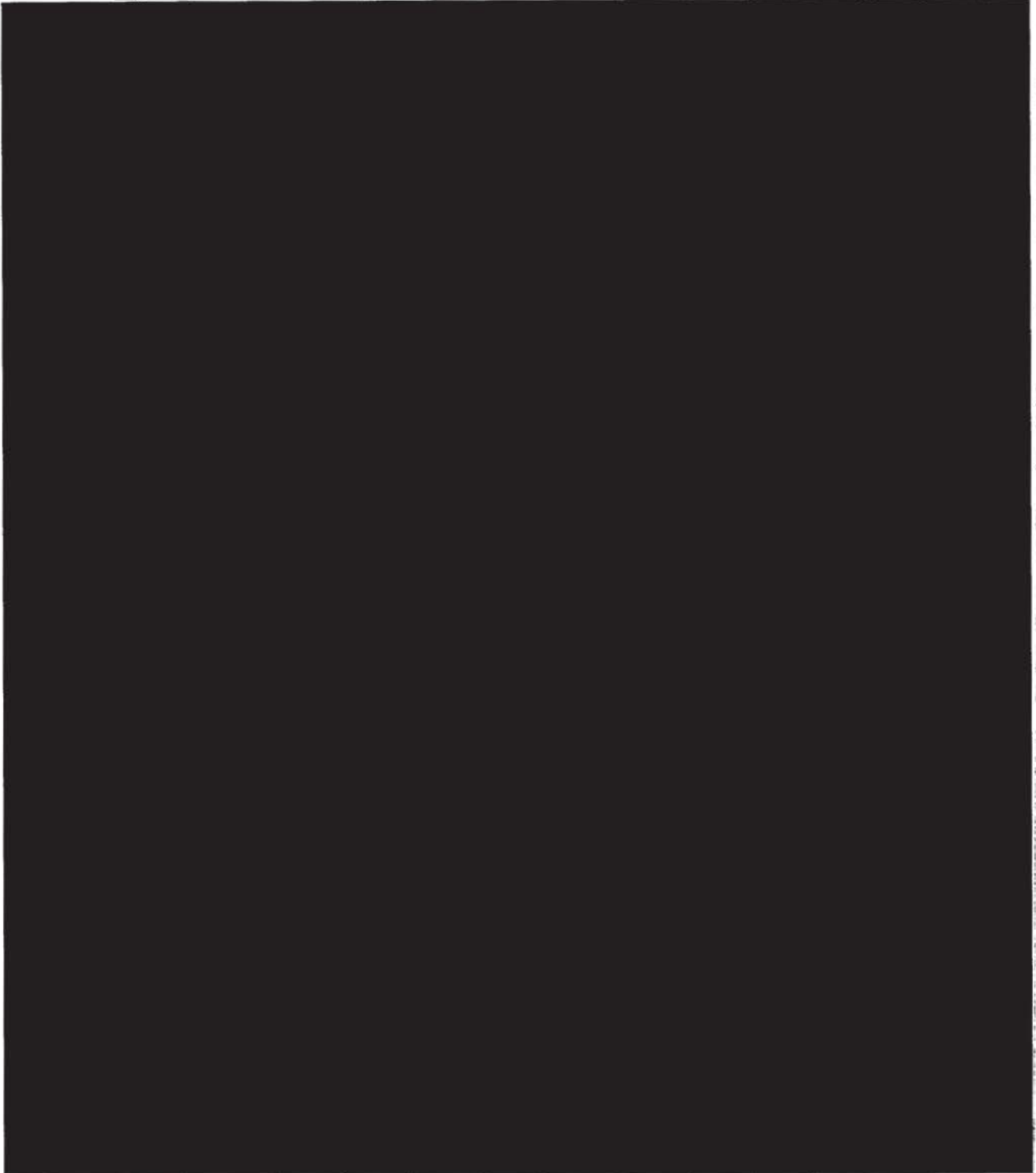
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**Telephone Operating Company of Vermont LLC Vermont
145115**

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

Telephone Operating Company of Vermont LLC d/b/a FairPoint Communications, hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law, rule or Board Order. These provisions include, but are not limited to, the following: (1) filing a Basic Local Exchange Service Tariff pursuant to the requirements of the Vermont Public Service Board's Final Order in Docket No. 7724 (allowing for the detariffing of Retail Services except BLES) which discloses rates, terms and conditions of BLES service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in VT PSB Rule 7.600, compliance with provisions for Quality of Service as identified in VT PSB Rule 7.600, , compliance with customer Inquiry procedure as identified in VT PSB Rule 7.600, compliance with Dispute standards as identified in VT PSB Rule 7.600 (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." ² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."³

1 *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("*2005 ETC Order*").

2 *Id.* at para. 28.

Telephone Operating Company of Vermont LLC d/b/a/FairPoint Communications report on the service quality performance areas as established in the Final Order in Docket No. 5903, dated July 2, 1999. The Performance Areas are (a) Network Trouble Report Rate; (b) Percentage of Troubles Cleared Within 24 Hours Residence and Business - Out of Service; (c) Call Answer Time - Residence; (d) Installation Appointments Met - Residence; (e) Installation Appointments Met- Business; (f) Average Delay Days for Missed Appointments - Company Reasons - Residence; (g) Average Delay Days for Missed Appointments - Company Reasons - Business; (h) Network Reliability 1) Service outage: # of events 2) Interoffice facility failure: # of events 3) Signaling system failure: # of events; and (i) Special Services 1) On-time provisioning 2) Mean time to repair.

Each Performance Area has Baseline Standards and Action Level Report triggers. If a provider triggers the Action Level Report in any quarter or in any 5 or more months in a calendar year, the provider must provide the Board with a full explanation for the failure in addition to a plan and timetable for correcting the problem giving rise to the failure. Any penalty assessed for failure to meet the Baseline Standards as described above are assessed in.

Telephone Operating Company of Vermont LLC triggered the Action Level Report for its quarterly performance in "Percentage of Troubles Cleared within 24 Hours Residence and Business - Out of Service" in its second and third quarter 2013 reporting under this plan. All other baseline standards were met.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their billing statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.